



## Unit 3 - Key Verbal De-escalation Techniques

### STAY CALM AND FOCUSED

Keep your voice steady and soft. Speak slowly and clearly.

### ACKNOWLEDGE THE PATIENT'S EMOTIONS

Use empathetic statements such as,  
"I can see you're really upset right now"

### USE ACTIVE LISTENING

Give the person your full attention, nod occasionally  
and paraphrase their concerns to ensure clarity.

### EMPATHIZE AND REDIRECT

Redirect the conversation toward potential alternatives.

### SET BOUNDARIES RESPECTFULLY

Use assertive but respectful language to set boundaries.

### OFFER ASSISTANCE OR NEXT STEPS

This demonstrates a commitment to helping and  
focuses on solutions instead of conflict.

